INTRODUCTION
This fact sheet explains the most important things to look for when choosing a training or education provider, and a recognised training or education course. It includes a consumer checklist, a general guide which can help you decide whether a training or education provider is right for you. However, you should also consider whether you need to ask the training or education provider any questions not included in this general guide.
The questions in the checklist apply to the following training and education providers:
- registered training organisations (RTOs), and
- English Language Intensive Courses for Overseas Students (ELICOS) providers.

PROVIDER OBLIGATIONS
Training and education providers must market and advertise their services ethically and accurately. Before you enrol or enter into an agreement with a provider, they must supply you with information about:
- the training, assessment and support services they provide, and
- your rights and obligations.
- TAFE NSW Illawarra is committed to helping students reach their goals by providing a wide range of support and services. For further information on training, assessment and support services please refer to the TAFE NSW Illawarra Student Guide on our website.
- For information on your rights and obligations as a student, please refer to the TAFE NSW Illawarra Student Guide.
If your employer is also a training or education provider and has made arrangements for you to undertake a program of study, ensure you understand the details of the program.

You should consider:

• when, where and how the program will be delivered
  - TAFE NSW Illawarra comprises 14 locations and offers a range of flexible learning options. For more information on when, where and how your chosen program will be delivered please refer to the course availability listing on the TAFE NSW Illawarra website by using the ‘Find a course’ button on the top right of the screen.

• how you can provide feedback or make a complaint about the program
  - Students can provide feedback or make an official complaint through TAFE NSW Illawarra’s Customer Service Centres, which are located at each campus. Alternatively, you can call 1300 766 123. For further information on the complaint process, please refer to TAFE NSW Illawarra’s Student Guide.

• what happens if your employment ceases — will you still be able to participate in the program?
  - In the event that a student’s employment ceases, TAFE NSW Illawarra encourages its apprentices to continue their formal training in the event that another employment opportunity becomes available. This also ensures that the student stays up-to-date with their training and their apprenticeship remains on track.
  - If an apprentice’s employment does cease, TAFE NSW Illawarra has a range of support services designed to assist with job search, such as interview skills, resume skills and career counselling.
  - Out-of-work apprentices can also register for CAPS (Continuing Apprenticeship Placement Service) – a free job matching service for employers and apprentices and trainees - through State Training Services.

DO YOU WANT TO KNOW WHAT IT’S LIKE TO BE A STUDENT AT TAFE NSW ILLAWARRA?

The 2017 Student Guide provides you with all the information you need to know to study at TAFE NSW Illawarra including:

• what you need to know at enrolment
• once you have commenced your course
• the services and support you can access at TAFE NSW Illawarra.

Check out the 2017 Student Guide on our website! Consider all of the questions and gather all of the suggested information before enrolling in a course or paying any money.
3 CONSUMER CHECKLIST

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| Confirm the training or education provider is **registered** to deliver the qualification or course you are interested in. | **MAKE SURE YOU ASK THE TRAINING PROVIDER:**  
Are you a registered training/education provider organisation?  
- TAFE NSW Illawarra is a Registered Training Organisation (RTO). RTOs are recognised as providers of quality-assured and nationally-recognised training and qualifications. For more information about TAFE NSW Illawarra, please visit the ‘About Us’ section on our website. | |
| What is your registration number?  
- TAFE NSW – Illawarra Institute's Registered Training Organisation number is 90006.  
- **Australian residents** can confirm that a training provider is registered to deliver **nationally recognised training** by searching the national database on vocational education and training in Australia, [training.gov.au](http://training.gov.au). Training.gov.au is the official national register of information on training packages, qualifications, courses, units of competency and RTOs.  
- **International students** can confirm that the training or education provider is registered to deliver training or education programs to overseas students by searching Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)—the official Australian Government website that lists all Australian education providers and registered courses for overseas students on providers of training and education services to overseas students. | |
| If you are seeking a nationally recognised qualification, **confirm that the training program will lead to a qualification.** | **MAKE SURE YOU ASK THE TRAINING PROVIDER:**  
Does this course lead to an **Australian Qualifications Framework qualification**?  
- TAFE NSW Illawarra delivers nationally-recognised training and accredited Australian Qualifications Framework (AQF) Vocational Education and Training qualifications. Please check the individual course or the [AQF website](http://aqf.gov.au) for more information. | |
| If you are enrolling in a course to meet the training requirements to apply for an occupational licence, **confirm that it is the right course for you to do.** | **MAKE SURE YOU ASK THE LICENSING AUTHORITY OR REGULATORY BODY:**  
Is the course the right one for you to do for the licence you intend to apply for?  
- If you are unsure as to whether your selected course is the right one for your needs, please contact TAFE NSW Illawarra’s [Careers and Counselling Service](http://careerstafe.com.au) or by calling our Customer Service Centre on 1300 766 123. | |
## ASPECTS TO CONSIDER

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<td><strong>Ask about the provider’s membership of industry bodies or associations.</strong></td>
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<tr>
<td><strong>MAKE SURE YOU ASK THE TRAINING PROVIDER:</strong></td>
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<tr>
<td>Is this provider a member of an industry body or association?</td>
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<tr>
<td>TAFE NSW Illawarra is a member of:</td>
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<tr>
<td>• TAFE Directors Australia</td>
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<tr>
<td>• Illawarra Business Chamber</td>
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<td>• Regional Development Australia – Illawarra, South Coast and Southern Highlands</td>
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<tr>
<td>• The Mineral Council of NSW</td>
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<td>• The Safety Institute of Australia</td>
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<td>• Southern Highlands Manufacturing Cluster</td>
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<td>Tip: Industry bodies and associations may list members on their websites and have additional information about training and education providers that may be useful to you.</td>
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| **Confirm the knowledge and skills you can expect to gain from the course, and what job outcomes are likely to be available to you.** |                           |
| **MAKE SURE YOU ASK THE TRAINING PROVIDER:**                                          |                           |
| Which units of competency or modules will you attain from the training?               |                           |
| • Units of competency are nationally-agreed statements of the skills and knowledge required for effective performance in a particular job or job function. |                           |
| • The units of competency you will attain from your training with TAFE NSW Illawarra can be found within the ‘Training Plan Overview’ which is part of each course description. |                           |
| • You can locate information on your chosen course by using the ‘Find a course’ search button on top right-hand side of our **website homepage**. |                           |

| **What jobs may the training lead to?**                                                |                           |
| • For information on careers your training may lead to, please view the relevant industry snapshots in **TAFE NSW Illawarra’s Career Guide**. |                           |

| **What are the job prospects on completion of the training?**                          |                           |
| • For an in-depth overview on careers and job prospects including employment characteristics, trends and prospects for occupations we recommend visiting **Job Outlook** – a free national careers and labour market research information site. |                           |
Are there other requirements— in addition to the training—to improve your chances of getting a job in the area you are interested in?

- The requirements for each course are outlined within the individual course outlines on our website, and vary depending on the nature of the course and industry to which it is associated.
- You can locate information on your chosen course by using the ‘Find a course’ search button on the homepage of our website.
- For an in-depth overview on careers and job prospects including employment characteristics, trends and prospects for occupations we recommend visiting Job Outlook - a free national careers and labour market research information site.

Shop around for a course and training or education provider that meets your needs.

MAKE SURE YOU ASK THE TRAINING PROVIDER:

What is the total cost of the training, including any additional fees on top of course fees?

- For information on the total cost of undertaking your chosen course, please refer to the information page for your chosen course.
- You can locate information on your chosen course by using the ‘Find a course’ search button on the homepage of our website.

What is the refund policy?

- For information on TAFE NSW’s refund policy, please visit the ‘Refunds and withdrawals’ page of the TAFE NSW website.
  Tip: Obtain a copy of the policy and make sure you understand the details.

What resources are provided as part of the course fee?

- Resources provided by TAFE NSW Illawarra vary depending on each course.
- You can locate information on your chosen course by using the ‘Find a course’ search button on the homepage of our website.
- Your teacher will advise you what resources are provided as part of your course fee when classes begin.
- If you would like to know more, you can lodge an enquiry for further information by calling us on 1300 766 123.
- A materials charge may apply to some courses to cover the cost of learning materials and other resources. Your teacher will advise of any additional costs relating to the purchase of textbooks and/or equipment.
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<td>What resources, if any, do you have to provide yourself?</td>
<td>• Please see above.</td>
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| What is the duration of the course? | • Course durations vary depending on the qualification level and pattern of study of each course.  
  • You can locate information on your chosen course by using the ‘Find a course’ search button on the homepage of our website. | |
| What are the minimum/expected hours of attendance per week? | • Hours of attendance vary depending on each course.  
  • You can locate information on your chosen course by using the ‘Find a course’ search button on the homepage of our website. | |
| How many hours are you expected to spend on learning and assessment activities outside of formal attendance time? | • Please see above. | |
| How and when you will be assessed? | • Assessment is an important part of learning with TAFE NSW Illawarra and we use a range of appropriate assessment methods and tasks to evaluate your competence in a particular unit of competence/qualification.  
  • For more information about assessment, we suggest having a look at Every Student’s Guide to Assessment in TAFE NSW located on the TAFE NSW website.  
  • When you begin your studies, you will be given further information about assessment and how your results will be recorded and reported. | |
| Will training and/or assessment be undertaken in a real workplace? | • Assessment is an important part of learning with TAFE NSW Illawarra. We use a range of assessment methods and tasks to evaluate your competence in a particular unit of competence / qualification. This may include on-the-job assessment.  
  • When you begin your studies, you will be given further information about assessment and how your results will be recorded and reported.  
  • For more information about assessment, we suggest having a look at Every Student’s Guide to Assessment in TAFE NSW located on the TAFE NSW website.  
  Tip: If a simulated environment is to be used to replicate a workplace, consider how realistic the environment is. | |
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<td>If work placement is to be included as part of the course, will the training provider find you a workplace or will you be expected to find one yourself?</td>
<td>The provision of work placement depends on the individual course. For some courses, TAFE NSW Illawarra will find you a workplace, while for other courses, we can provide you with the necessary support to find one yourself. To find out what is offered for your chosen course, please call 1300 766 123 and ask to be connected to the relevant course advisor.</td>
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<tr>
<td>What support services are provided? For example, support for those with language, literacy or numeracy difficulties.</td>
<td>• TAFE NSW Illawarra offers a range of student support services. To find the right support for your needs, visit the ‘Support for Students’ section on our website or contact our Customer Service Centre on 1300 766 123. Tip: Ask for feedback from past learners on the quality of training or education. If it is your goal to find appropriate employment or further your career, ask whether the program assisted them in their search for employment or furthering their career.</td>
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#### Ask about online services

**IF THE TRAINING OR EDUCATION PROVIDER OFFERS SOME OR ALL OF THE PROGRAM ONLINE, MAKE SURE YOU ASK THE FOLLOWING QUESTIONS:**

**What are the technological requirements?**

• TAFE NSW Illawarra students enjoy many different and flexible forms of learning – from on campus to online and everything in between. Delivery methods vary depending on the course you’re doing. The technical requirements also vary according to each style of learning.

• Our online learning platform is called Moodle; it can be accessed from PCs, Macs, laptops, tablets and mobile phones. You can find information about Moodle's technical requirements [here](#).

• Some of our students use a platform called SkillsLocker to collect and record information about their learning in the workplace. SkillsLocker can be used on mobile phones and tablets (iOS, Android and Windows only), PCs, Macs and laptops – technical requirements are [here](#).

• We also use Adobe Connect for web conferencing. More on that [here](#).
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<td><strong>What computer and software will be needed?</strong></td>
<td>Students’ computer and software needs vary depending on their chosen course. Please see above for more information.</td>
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<td><strong>What download speeds are required?</strong></td>
<td>Most of the lessons and course work through the Moodle platform require minimal internet download speeds. However our courses increasingly incorporate video, online chat sessions and other audio visual tools, which work best with a minimum of ADSL or 4G Wi-Fi connections. Please see information and links above for more detail on our key platforms.</td>
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<td><strong>What level of computer literacy is required of learners?</strong></td>
<td>TAFE NSW Illawarra appreciates that not everyone is a technical wizard. Some of our courses require very minimal levels of computer literacy while others such as our IT and web design courses require a higher level of computer literacy. This also depends on how much of your chosen course is delivered online. Teachers provide all our students with orientation documentation and support in using online materials. Our online learning platform, Moodle, also features a service called Moodle Help which provides students with general tips on using the Moodle site. TAFE NSW Illawarra’s Learner Support services and Library staff are also available to assist students in using online platforms and developing computer literacy skills.</td>
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<td><strong>Is there helpdesk support for technical issues?</strong></td>
<td>While we don’t have help desks as such, we do ensure our students are supported while learning to navigate their way around our online learning tools. Due to our small class sizes and the often hands-on nature of learning at TAFE NSW Illawarra, teachers are usually the first port of call for student enquiries and to answer any technical questions.</td>
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| Is there trainer support for the course? When is this available? | • Student support is important to us because it’s important to you – our students. To ensure everyone’s needs are met, every student at TAFE NSW Illawarra has a teacher allocated to them. Teachers may be contacted by email and phone, as well as face-to-face in the classroom environment.  
• Additionally, our students are provided with their relevant Head Teacher’s contact details to ensure support is always close to hand.  
• We appreciate that course needs and styles vary greatly though – so some of our courses run online chat sessions, web conferencing, and other types of online forums. These are another way of encouraging student-to-student, and student-to-teacher collaboration and support.  
• Students receive their trainer support details during orientation at the start of semester. | |
| How will the assessment be conducted? | • Assessment styles, timings and methods vary greatly between courses and delivery methods. They could include online quizzes, workplace assessment, submission of written documents or other work, in-class assessment, Recognition of Prior Learning and more.  
• Our online learning platform, Moodle, is used for some assessment, and Skills Locker is also used for the collection of evidence for any Recognition of Prior Learning. | |
| How does the training provider ensure that the person participating in online activities is the person enrolled in the course? | • We take the highest care at TAFE NSW Illawarra to ensure our students understand and comply with our Student conduct requirements. You can read more about that in our 2017 Student Guide which you can download from the ‘Support for Students’ section of our website.  
• Our flexible training options mean we deliver courses to suit your lifestyle – fulltime, part-time, online, in your workplace, on weekends – and often using a blend of online and face-to-face learning.  
• Our teachers use a range of methods to ensure the person participating in online activities is the person enrolled in the course, including  
  - face-to-face contact  
  - phone contact  
  - third party confirmation of work completed e.g. workplace evidence  
  - assessment tasks may need to be completed at a TAFE campus or supervised by a nominated person, and more. | |
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| Are there any additional fees?           | • All course fees are listed on our website.  
• For information on the total cost of undertaking your chosen course, please refer to the information page for your chosen course.  
• You can locate information on your chosen course by using the ‘Find a course’ search button on the [homepage of our website](#). |                                                                       |
| Read the enrolment agreement/contract     | **Read the enrolment agreement/contract carefully before you sign anything or pay any money.**  
• When enrolling online you will be asked to read and agree to the terms and conditions of enrolling with TAFE NSW. It is mandatory that you read and agree to the terms before proceeding. |                                                                       |
| Ask the training or education provider to explain anything you are unsure of. Discuss the conditions of enrolment with a friend or colleague if you are not sure what they mean. | **Ensure you understand and agree with any cancellation and refund conditions and ongoing fees.**  
• For information on TAFE NSW’s refund policy, please visit the ‘Refunds and withdrawals’ page of the TAFE NSW website. |                                                                       |
| Be cautious about paying large sums of money up-front | **Ensure the training or education provider is the right one for you and that it is registered before you make an up-front payment, or commit to paying money.**  
• Find the career, course and campus that’s right for you – starting with the ‘About us’ section of our website.  
• Our Registered Training Organisation number is 90006. You can check this on the [training.gov.au](#) website. |                                                                       |
| Ask for a receipt when you make a payment, check that it is correct and keep it in a safe place. | **Additional advice for international students**  
• Check [www.border.gov.au](http://www.border.gov.au) |                                                                       |

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**TAFE ILLAWARRA**

BEGA | COOMA | DAPTO | GOULBURN | MORUYA | MOSS VALE | NOWRA | QUEANBEYAN | SHELLHARBOUR | ULLADULLA | WOLLONGONG | WOLLONGONG WEST | YALLAH | YASS

| tafeillawarra.edu.au | 1300 766 123 |

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| Understand your training or education provider’s ‘Transfer between providers’ and refund policy—this must be on the provider’s website. | • If you’re looking for a great place to study in Australia, TAFE NSW Illawarra could be just what you’re looking for. For all the information you need to get started, have a look at the ‘International Students’ section of our website.  
• To find out more about transferring your studies between TAFE NSW and other training providers, please read our ‘Transfer between providers guideline’ on the study in TAFE website.  
• Other forms and information you may find useful, which are also located on the study in TAFE website are:  
  - Fees -  
  - Application Form - refund conditions (including transfer between providers)  
  - Application Form - Higher Education - refund conditions (including transfer between providers)  
  - Refund Application Form  
• Review the cost of living in the city you wish to study in.  
• All providers are required to supply students with information about estimated living costs prior to enrolment. Check your pre-enrolment information for details.  
• To review the cost of living in any of the 14 areas where TAFE NSW Illawarra campuses are based – or city in Australia – we suggest you visit the ‘Living in New South Wales’ section on the ‘Department of Education and Communities’ website.  
• This explains how much you could expect to pay in living expenses in addition to your course fees.  
• You should also visit the ‘International Students’ section of our website. It contains all kinds of useful information about living and learning in the Illawarra region. |

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[Resources and Contacts]

- tafeillawarra.edu.au
- 1300 766 123
COMPLAINTS
Information about how to make a complaint, for both Australian and international students, is available from ASQA’s website, at http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html.

AUSTRALIAN STUDENTS
If you believe that the information provided to you by a training or education provider about courses is inaccurate or unethical, you can lodge a complaint with ASQA.
• If the provider is within ASQA’s jurisdiction, ASQA will consider your complaint.
• If the provider is not within ASQA’s jurisdiction, you will be directed to the relevant state regulator.

INTERNATIONAL STUDENTS
If your complaint is about a private training provider, you can lodge an external appeal with the Commonwealth Overseas Students Ombudsman.

If your complaint is about a public training provider (i.e. TAFE) you can lodge an external appeal with the Ombudsman’s Office in your state or territory, or in South Australia, the Training Advocate. Contact details are available on the ASQA website or the Overseas Students Ombudsman website.

USING THE CONSUMER CHECKLIST
You can contact ASQA Monday to Friday, 9.00am to 7.00pm AEST, by calling the Info line on 1300 701 801. You can also ask a question by emailing enquiries@asqa.gov.au.